



Travelling Persons Site  
Annual Survey Results  
2013

Results & Feedback

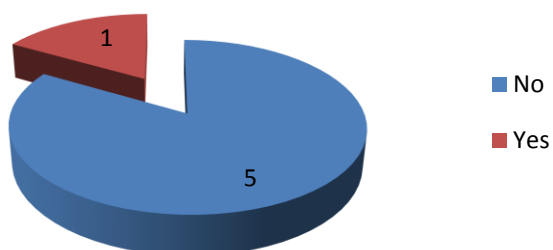
### Overview

The annual Travelling Persons Site survey was carried out in November 2013. Surveys were carried out in person by Housing & Neighbourhood Services Assistants in Dunoon, Oban & Lochgilphead. Returns were low, with only 7 surveys completed, but this is in line with previous years.

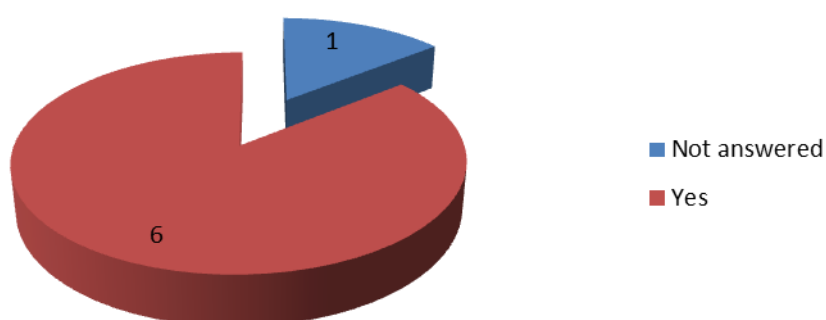
The following graphs show the results of the returned questionnaires.

#### Is the rent charge for your pitch good value for money?

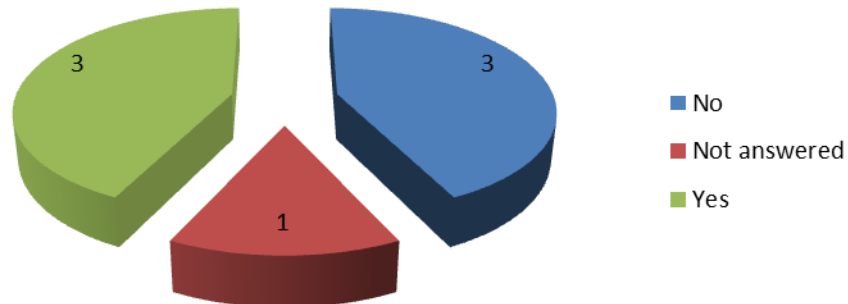
(One tenant did not answer)



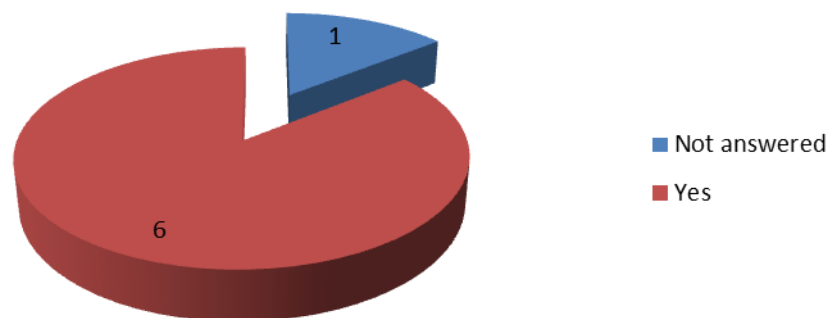
#### Are you happy with the different ways you can pay your rent?



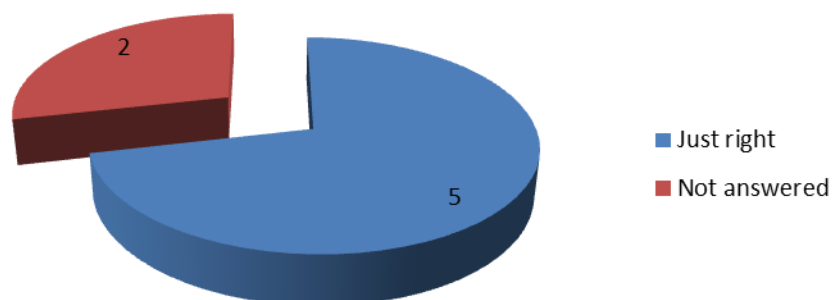
### Have you been contacted by the Welfare Rights Officer?



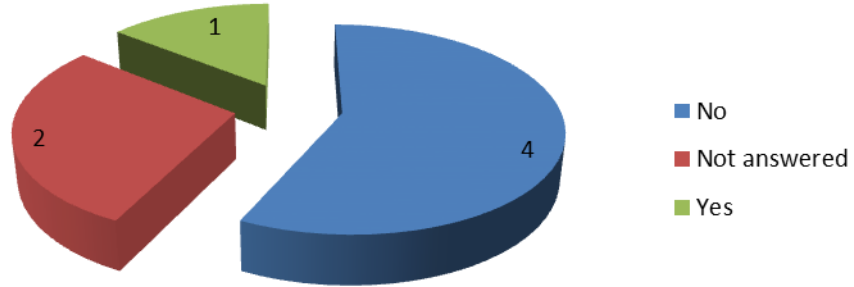
### Are you happy with the ways you can contact ACHA?



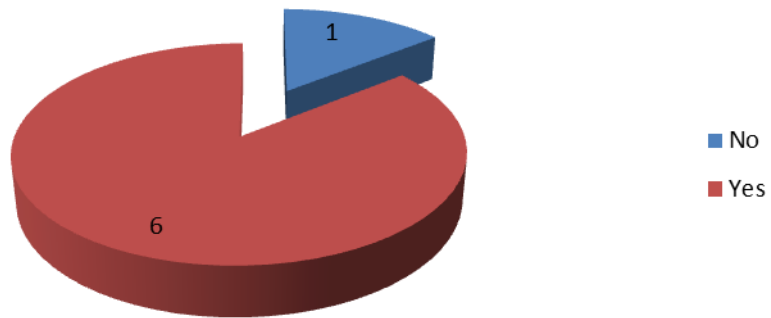
### Do you think the frequency ACHA staff visit the site is..



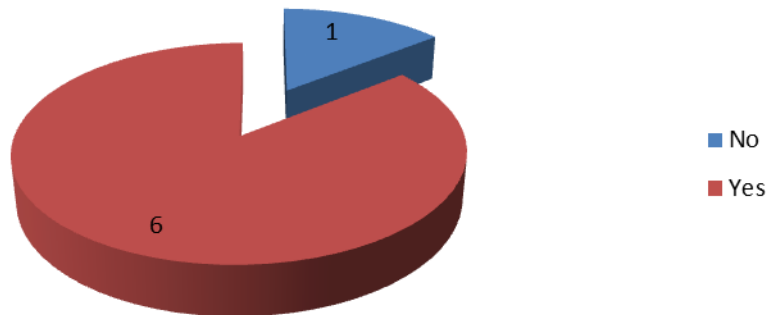
### Would you like to be part of the Tenant's Consultation Register?



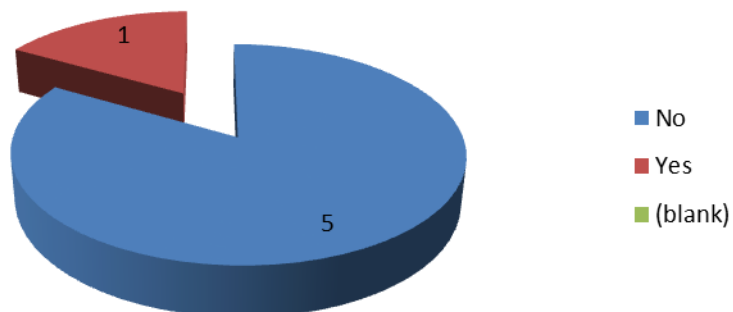
### Are you aware of ACHA's Complaints Policy?



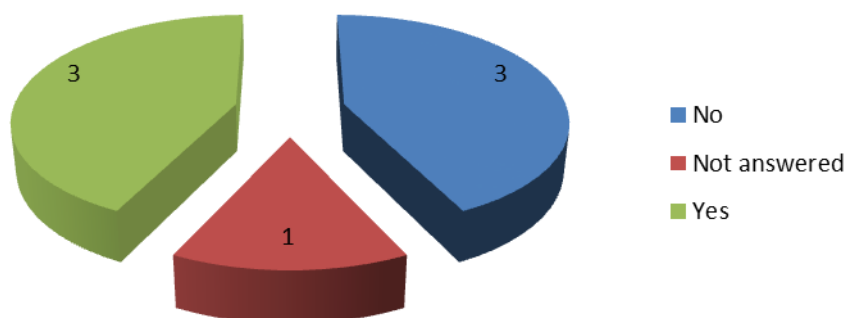
### Are you aware of Government plans to reform Welfare Benefits



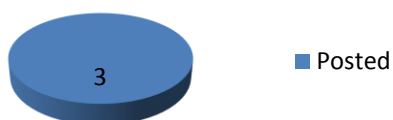
### Would you like us to contact you to offer Welfare Rights advice?



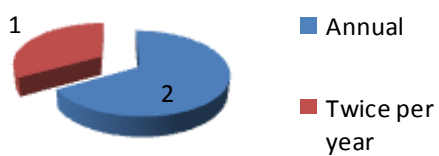
### Would you like a Gypsy Traveller newsletter?

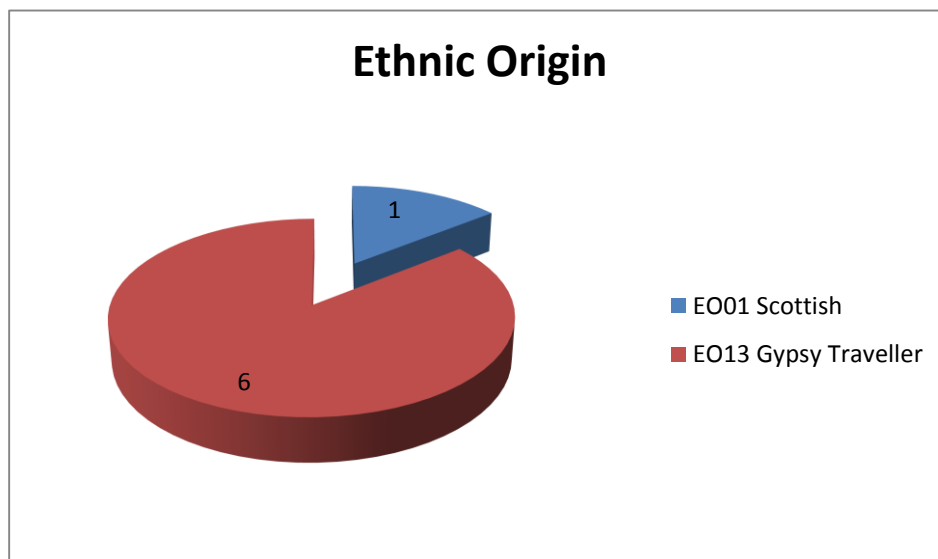


### Format



### Frequency





The following comments were noted on the surveys. Names have been removed for the purpose of this report, but can be supplied if Management wish to respond directly.

<b>Question 7 - What do you think is good about your site?</b>	<b>Site</b>
Nothing	Ledaig
Quiet	Torlochan
There is nothing good about this site	Duncholgan
Nursery for kids but would be good if it was on more than 2 days per week	Duncholgan
Somewhere to live	Duncholgan
Being settled and not having to move all the time	Duncholgan
Settled and don't have to keep moving	Duncholgan

<b>Question 8 - What do you think would improve your site?</b>	
Play park for children. Meeting place for adults & children where activities can be held e.g. hut or chalet	Ledaig
A new site with larger units and a better road and better plumbing	Duncholgan
A playpark for kids	Duncholgan
Skips to put large rubbish in	Duncholgan
Cheaper rent	Duncholgan